

Policy

REFUND AND CANCELLATIONS



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Britain International Academy

Refund Policy (version 1.1)

REFUND AND CANCELLATIONS POLICY

Objective

Britain International Academy is committed to support learning and availability of quality services at all times. We also acknowledge professional and personal unavoidable circumstances that might hinder a candidate's ability to use these services effectively. In order to protect the financial interest of both the candidates and the company the following refund and cancellations policy will be enforced. The same will be made available to the candidate in writing. The front desk staff is responsible for explaining the same should the candidate request for such information.

CANCELLATION BY CUSTOMER AND REFUND POLICY

- Training course/examination registrations will not be confirmed until final ENROLMENT REGISTRATION is complete and billing information is received by Britain International Academy in full.
- In order to cancel or reschedule a confirmed training please submit an email request to info@bia.edu.kw
- Please submit all cancellation requests within 60 calendar days of registration and no later than 30 days prior to the scheduled course date in order to receive a refund, **the final refund amount will be equal to the paid course package amount minus the amount of 25 KWD (administrative costs).**
- No shows and cancellations not made within the specified cancellation period (see above) will incur the full cost of registration. Additionally, if you withdraw during the training, your training history will reflect as "Incomplete" and you will be charged the full course amount.
- Course withdrawals or skipped training days without the reasonable justification (health issues or any personal issues) will cause the cancellation of the training certificate and in such cases, certificates will not be handed out due to the violation of registration policy.

Cancellation BY BRITAIN INTERNATIONAL ACADEMY AND REFUND POLICY

- Britain International Academy reserves the right to cancel any training course due to insufficient enrolment at least 30 calendar days in advance of the scheduled course date. Notice will be provided with the option to reschedule for a future course date or to receive a full refund of registration fees.

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- Britain International Academy is not responsible for any expenses incurred by the customer if a training course is cancelled and the customer received notification by email within the period specified above.
- If a training session is cancelled due to any unforeseen circumstances “force majeure”, the customer is entitled to reschedule for a future training course.
- In case a scheduled examination is cancelled by Britain International Academy, due to any reason whatsoever, the candidate is liable for a reschedule free of charge or a full refund.

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Director Admin / Operation	Director Academic Affairs
02 September 2020	02 September 2020